CITY OF KENT POSITION DESCRIPTION

Position Inventory Number:					
Classification Specification: ADMINISTRATIVE SECRETARY 1					
Salary Range: AF 20					
Position Description: Administrative Secretary					
Incumbent:					
Location: Information Technology - Administration					

GENERAL PURPOSE:

Under the direction of the Information Technology Director and/or Accounting/Administrative Coordinator, perform a variety of responsible secretarial, accounting and administrative support duties for the Information Technology Department.

Work is characterized by a high volume of customer service duties as well as complex and specialized clerical, accounting and record-keeping duties. Duties and responsibilities include, but are not limited to, providing customer service at the front desk; answering telephone calls on the department's main phone line; entering purchase orders and preparing invoices for payment, verifying employees have reconciled their monthly procurement transactions, scanning procurement transaction receipts, ordering office supplies, delivering departmental mail, processing payroll and running related reports when assigned and maintaining departmental files. The incumbent in this position is required to often work under short deadlines with a high degree of accuracy.

Work is performed under general supervision. Supervisor defines objectives, priorities and deadlines; and assists incumbent with unusual situations, which do not have clear objectives or precedents. Incumbent plans and carries out assignments and handles problems and deviations in accordance with instructions, policies, procedures and/or accepted practices. Incumbent is frequently required to perform work under pressure for deadlines.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Provide a full range of clerical and internal and external customer assistance activities, by interacting with the public in person, by telephone, and through written correspondence.

Act as the front desk receptionist for the department, answer and screen telephone calls, greet office visitors; provide information and assistance, take

messages and/or refer callers or visitors to appropriate personnel.

Enter purchase orders into the accounts payable system ensuring they will be charged to the proper accounts and following guidelines for accuracy. Verify, balance and adjust invoices before forwarding them to Finance for payment, send out appropriate paperwork for new vendors; prepare purchase orders for payment making sure to obtain proper approvals based on departmental and city guidelines; receive invoices for payment in the City's financial system.

Verify that employees of Information Technology (I.T.) have reconciled their US Bank purchasing card use within the timelines per City policies and procedures. Collect related purchasing receipts from I.T. employees, attach and scan receipts into the City's financial system, keep abreast of and provide information to I.T. staff regarding purchasing card procedures as needed.

Copy and distribute monthly cellular phone bills on a citywide basis in accordance with the City's cellular phone policy; collect employee reimbursements for personal cellular phone calls and deposit in a timely manner and maintain detailed and accurate records of employee reimbursements. Enter the appropriate monthly cellular phone charges into a spreadsheet and track these charges in a timely and accurate manner. Assist the Accounting/Admin. Coordinator to ensure reimbursements are credited to the appropriate departments on the monthly telecommunications journal entry.

Perform payroll time-keeping and data entry duties as assigned.

Run reports from the City's financial and payroll systems as directed.

Pick-up, process, distribute and deliver Information Technology mail in a timely manner.

Help maintain departmental files, prepare out-dated material for storage and label with destroy dates.

Order office supplies and make sure consumables such as paper and toner are available for departmental use.

Become familiar with, follow, and actively support the vision, mission, values and behavior statements of the department and the City.

PERIPHERAL DUTIES:

Fill in for the Accounting/Administrative Coordinator in his/her absence as assigned.

Perform related duties as assigned.

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KNOWLEDGE, SKILLS AND ABILITIES:

KNOWLEDGE OF:

- Telephone techniques and etiquette
- Quality customer service principles and practices
- Interpersonal skills using tact, patience and courtesy
- Municipal government policies, procedures, structure, applicable local, state and federal laws, codes, regulations and ordinances
- Principles, practices and procedures of governmental accounting and bookkeeping
- Financial and statistical record-keeping techniques
- Oral and written communications skills
- Technical aspects of field of specialty
- Modern office practices, procedures and equipment including computers and related software such as word processing, spreadsheet and database programs

SKILLED IN:

- Use of interpersonal skills effectively in a tactful, patient and courteous manner to promote a positive and professional City image
- Use of oral and written communications skills
- Basic principles, practices, and procedures of municipal and governmental budgeting, accounting and purchasing including preparation, monitoring, transferring, and reporting
- Using computer spreadsheets and databases in the analysis and review of complex financial information
- Performing complex calculations in accordance with applicable rules and standards; add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals; compute rate, ratio, and percent
- Using correct English grammar, spelling, punctuation and vocabulary

ABILITY TO:

- Perform complex administrative and secretarial duties with speed and accuracy
- Use appropriate telephone etiquette and techniques to properly assist a diverse assortment of inquiries and persons
- Orally communicate with, present information to, and respond to questions from managers, co-workers, City employees and departments, and the general public
- Complete work in a timely manner despite numerous interruptions
- Read, comprehend, apply and explain general rules, instructions and procedure manuals, governmental regulations, City policies and procedures
- Effectively utilize modern office practices, procedures and equipment listed below including personal computers and related software such as word processing, database and spreadsheet programs
- Work confidentially with discretion
- Apply bookkeeping and financial record-keeping principles to the accurate maintenance of complex financial and accounting records
- Process financial documents rapidly and accurately

- Maintain records, reports and data
- Communicate effectively both orally and in writing
- Establish and maintain cooperative and effective working relationships with others
- Analyze situations accurately and adopt an effective course of action
- Apply common sense understanding to carry out instructions furnished in written, oral or diagram form
- Organize and prioritize work assignments to meet schedules and time lines
- Learn the organization, functions and policies of the Information Technology department

EDUCATION AND EXPERIENCE REQUIRED:

Education: High school diploma, general education degree (GED), or equivalent,

supplemented by some college level course work or training in business,

bookkeeping and/or accounting, administrative support, office

management, secretarial training or a related field; and

Experience: Three (3) years of increasingly responsible office support or secretarial

experience involving the maintenance of complex financial records and

statistics.

Or: In place of the above requirement, the incumbent may possess any

combination of relevant education and experience which would

demonstrate the individual's knowledge, skill and ability to perform the

essential duties and responsibilities listed above.

LICENSES AND OTHER REQUIREMENTS:

None

MACHINES, TOOLS AND EQUIPMENT USED:

Typical business office machinery and equipment including, but not limited to, personal computer and related software including MS Office Suite, printer, copy machine, multi-line telephone, fax machine, copy machine, calculator and other equipment.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit for extended periods of time; use hands to finger, handle, or feel; and talk and hear normally with or without mechanical assistance. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand; walk;

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climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

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Specific vision abilities required by this job include close, distance, and peripheral vision; depth perception; and the ability to adjust focus.

WORKING CONDITIONS:

Created 01/10/08; Revised 3/3/09

Work is performed in a typical office environment subject to evening work to meet critical time lines. While performing the duties of this position, the incumbent is subject to multiple interruptions by telephones and walk-ins by employees and citizens; and may be exposed to individuals who are irate or hostile. The noise level in the work environment is usually moderate.

SIGNATUR	ES:			
Incumbent's Signature		Date	Supervisor's Signature	Date
Approval:				
 Departmer	nt Director/Desigr	nee Date	Employee Svcs Director/Des	signee Date
**Note:	This document will be reviewed and updated annually at the time of the employee's performance appraisal; when this position becomes vacant; or, if the duties of this position are changed significantly.			